

ELIGIBILITY IT PROJECT SUMMARIES

Social Services Advisory Board
June 14, 2012

June 2012

Project	Benefits CalWIN (BCW) Confirmation
Description	This <i>Read Me First</i> page will replace the <i>Getting Started</i> page on Benefits CalWIN before beginning the application. The page will include the SAWS1 coversheet, which the client will be able to print. The client will be prompted throughout the BCW application to refer to the Confirmation Page if they do not understand part of the application process.
Timeline	Will be released to Benefits CalWIN in June.
Status	Completed
Contingencies	None Identified

August/September 2012

Project	CalWIN Dual Monitors
Description	Upgrade 1,323 CalWIN computers with dual displays to increase worker productivity.
Timeline	Estimated completion in August 2012.
Status	In progress
Contingencies	Installation schedule coordinated with Desktop Refresh.

Project	Case Management Information and Payrolling System (CMIPS) II
Description	<p>The CMIPS II Project will support staff serving customers who are applying for or receive In-Home Supportive Services (IHSS) and Medi-Cal: This includes:</p> <ul style="list-style-type: none">• Automating referrals from CMIPS to CalWIN for Medi-Cal eligibility determinations.• Eliminating need to manually calculate budgets.• Exchanging information between CalWIN and CMIPS for potential changes to income and/or resources.
Timeline	Go-Live is planned for September 2012.
Status	Pending confirmation from CMIPS II.
Contingencies	This project has previously been delayed at the state-level. Currently CalWIN Project is waiting for a final schedule and confirmation from CMIPS II regarding implementation.

September 2012

Project	My Benefits CalWIN Portal
Description	The My Benefits CalWIN Portal will provide a 'one-stop-shop' access point for clients to interact with CalWIN through the internet. This is a multi-phase project. Phase I is expected to allow clients to access their benefit information, perform periodic reporting, send emails to workers using a County-determined email address, upload/download documents via scanning apps, initiate a CalWORKs application, and include links to other self help entities and other helpful user apps. In San Diego County, the My Benefits Portal is also expected to serve as a platform to integrate document and application tracking for customers.
Timeline	Go-Live for Phase I is planned for September 2012. Phase II is TBD.
Status	In the final stages of development, testing and implementation.
Contingencies	None at this time.

Project	ACCESS Call Center Upgrade
Description	In support of planned increases in ACCESS staffing, additional telephone systems, software and licensing are being added to support 50 additional call agents. This project also includes additional trunk lines to increase inbound calling capacity and expansion of the IVR system.
Timeline	April – September, 2012
Status	In progress
Contingencies	Additional trunking is contingent on sufficient staff to answer increase calls. Overall expansion of ACCESS is contingent on final facilities and staff relocation plan.

October 2012

Project	AuthMed Enhancements
Description	This project will expand AuthMed functionality requirements to include the following: <ul style="list-style-type: none">• Record eligibility data from CalWIN in AuthMed and send to IDX.• Generate a Benefits Card Letter and mail to Client.• New AuthMed Roles: Clinic Access Role, 211 Agent Role, FRC HSS Role, Help Desk, AC/CAS.• New IDX Alerts.
Timeline	October 2012
Status	Planning is in process.
Contingencies	None identified.

Project	Eligibility Task Management Tool
Description	The Eligibility Task Management Tool will automate the process of assigning tasks to the appropriate Family Resource Center and to the right eligibility worker based on pre-defined rules. Lemon Grove Family Resource Center and the Mail Scanning Center will participate in pilot testing.
Timeline	October 2012
Status	User Acceptance Test Phase
Contingencies	None identified

October/November 2012

Project	CalWIN Low Income Health Program Expansion
Description	<p>This project will expand CalWIN functionality to include LIHP eligibility determination based on LIHP eligibility requirements, including:</p> <ul style="list-style-type: none"> • Addition of LIHP aid codes. • MEDS Interface (for LIHP aid codes). • LIHP Client Correspondence. • Automated redetermination functionality.
Timeline	October 2012
Status	On track
Contingencies	None identified

Project	CalWIN Web Enablement (CalWIN Modernization)
Description	<p>This is the migration of CalWIN to a web-based platform that will provide the same features users are already familiar with in the CalWIN desktop version. In addition, it will also position CalWIN to take advantage of web-based functionality, such as enhanced navigation and more efficient integration with other web applications. All CalWIN screens will be converted to web pages with limited or no changes to the actual functionality on each screen.</p>
Timeline	Release to pilot counties, including San Diego County, in November 2012.
Status	In development
Contingencies	New UAT Environment required for Web Enablement.

December 2012

Project	Forms Directory
Description	This project will develop a web-based central repository for all forms used for Eligibility programs. It will provide eligibility staff access to forms and pre-built packets required by CalWORKs, CalFresh, and Medi-Cal programs.
Timeline	December 2012
Status	In development
Contingencies	None identified

Implementation TBD

Project	KOFAX Imaging System Enhancements
Description	<p>KOFAX is HHSA's Documentum System to scan and electronically file documents submitted by CalWORKs, CalFRESH, Medi Cal applicants and participants. Enhancements to the system will streamline document processing, improve system reliability and production. Features in this enhancement include:</p> <ul style="list-style-type: none">• Upgrades to KOFAX, including modification and upgrades to system central servers and software.• Implementation of nightly batch importation of Benefits CalWIN and Electronic Inter-County Transfer (EICT) documents directly into KOFAX. Currently, documents upload to Benefits CalWIN and EICT by external sources must be individually downloaded and the uploaded to KOFAX by staff. This new capability will automate the importation of documents coming from Benefits CalWIN and EICT directly to KOFAX.• Enable staff to scan and send documents directly to KOFAX using designated office copiers, incoming email, e-faxes and Benefits CalWIN.
Timeline	<p>This is a multi-phase project. The Project Plan with timelines for Phase 1, which includes the KOFAX Software and infrastructure upgrades, will be completed in July. Phase 2 Project Plan is also in development.</p>
Status	<p>In workgroup stage of collecting detailed functional requirements for phase 2, Electronic Capture Enhancements.</p>
Contingencies	<p>Implementation of nightly auto batch downloads are part of CalWIN Change Request, which is scheduled for June 2012.</p>

Implementation TBD

Project	AutoGov Risk Scoring Software (CaseVue)
Description	The AutoGov risk-scoring software engine functions much like a credit score for clients. It is a formula derived from historical data that is mined, coupled with current program rules and staff expertise. This formula is applied to new transactions to score a client's risk level. Autogov's Scoring Engine presents the case worker only necessary data to support eligibility decisions which will give our clients a faster and accurate access to services.
Timeline	To be determined.
Status	Functional Requirement Phase
Contingencies	CalWIN Web Enablement needs to be in place.

Project	Auto Populate Case Comments in CalWIN
Description	This upgrade to the CalWIN system will automatically populate case comment(s) when a Quarterly Report (QR7), Mid-Year Status Report (MSR) or a Recertification (RRR) is received though Benefits CalWIN, bar-coded or entered into CalWIN. The Case Comment(s) would indicate which of the previously listed was received and the date.
Timeline	TBD
Status	Pending
Contingencies	None identified

Implementation TBD

Project	Email Management Software
Description	This software will allow us to automate the routing of incoming emails and will give us the ability to assign them as a task to eligibility staff based on pre-defined rules and/or by an interface with our Eligibility Task Management Tool (CRM) and My Benefits CalWIN Portal.
Status	Initial phase
Timeline	Timeline to be determined.
Contingencies	Eligibility Task Management Tool and My Benefits CalWIN Portal need to be in place before this project can proceed.

Project	Client Visit Management Tool (CVM)/Office Kiosk
Description	CVM is a customer-flow management and queuing system that will support a more orderly and smooth lobby experience for customers in Family Resource Centers, and increase staff productivity and efficiency. Anticipated features of this tool include ability to measure and manage wait times in the lobby, and provide an automated check-in option for customers.
Timeline	Project Plan, which will include schedule, will be submitted in August.
Status	Currently in Functional Requirements Definition.
Contingencies	Implementation of Task Management Tool.

Implementation TBD

Project	Benefits CalWIN CalFresh Application Tracking
Description	<p>This project will allow transactions by Community Based Organizations in Benefits CalWIN to be converted into reports that will include:</p> <ul style="list-style-type: none">• Number of applications submitted as a result of the Outreach Plan CBO contractor efforts.• Number of CBO assisted applicants that are enrolled in Food Stamp Participation (FSP).• Number of CBO assisted applicants that are denied.• Reasons for denials.
Status	In development
Timeline	No date set at this time for implementation.
Contingencies	None identified